

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: TECHNICAL SPECIALIST
ADMINISTRATION DIVISION
POLICE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs technical, professional, and administrative work in managing and supervising the technical operation of the Police Department Communications Center and all department databases and Information Technology systems. Work involves planning, installing, and maintaining all departmental communications and information technology equipment including departmental file and applications servers, 911 emergency telephone systems, 800 MHz radio and related communication equipments, Emergency Management Network satellite communications, and reverse 911 community notification; responding to service and support requests; installing, configuring, and transferring data to new computers and coordinating contractors as required for installation and maintenance of vendor supplies hardware, software, and services; overseeing planning, installation, and management of Town email servers, Town identifications card systems, and departmental video security systems; establishing all departmental standards and procedures for use of Communications and Information Technology systems; maintaining Geographic Information Systems data required in the day-to-day operations of the departmental systems; and coordinating with Virginia State and other local communication and information technology systems. Reports to the Lieutenant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises technical operations of the Police Department Communications Center.

Manages department database information.

Manages department computers and related peripherals.

Manages department 800 MHz Radio and Emergency Network satellite communications.

Manages department security systems.

Manages data connectivity for mobile units and regional information systems.

Coordinates technical activities with other regional jurisdictions.

Develops standards and procedures for computer systems operations.

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Manages technical aspects of emergency planning function.

Serves as the Department operator of the Dialogic Communications System Emergency Telephone Notification System.

Integrates and maintains all database uploads to Dialogic Communication System.

Installs and maintains computers and related peripherals.

Manages Town email services.

Prepares written technical documentation for justifications, proposals, status, etc.

Prepares documentation of various system operations for training purposes.

Provides formal and informal user training.

Manages special projects related to data management or reporting.

Manages and creates Town identification cards; takes mug shot photographs for State submission.

Prepares and creates electronic and paper reports from various databases.

Researches new technology needs for the department.

Manages Geographical Information System information for CAD/RMS, mapping, and reverse 911(DCC).

Purchases materials in support of computer systems.

Provides after hours support as needed 24/7.

Receives and/or reviews various records and reports such as computer problem report, daily automated reports from various monitoring packages, requests for service, reverse 911 call data updates, and Request for Proposal Responses.

Prepares and/or processes various records and reports such as reports as required from department CAD/RMS and related systems; written documentation for justifications, status reporting, training, etc.; Geographical Information System updates; analysis and status reports; and formal and informal use training.

Refers to State Guidelines for VCIN/NCIC use, magazines and other periodicals, Department and Town regulations and procedures, State and County Geographical Information System data, computer system and software documentation, etc.

Operates a variety of equipment such as departmental file servers, routers, switches, radio, monitors, printers, tape drives, etc.

Uses a variety of tools such as network monitoring, Crystal reports, screwdrivers, anti-virus and anti-spyware software, volt meter, etc.; a variety of supplies such as paper, floppy disks, compact disks, toner, ink, batteries, general office supplies, etc.; and a variety of computer software such

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as Windows 2000 Professional, Windows XP Professional, Windows 2003 Enterprise Server, IBM AIX, Linux, Unix, CISCO IOS, Microsoft Office Suite, SQL Server, Progress SQL 8.3, What's Up Gold, Microsoft Exchange/Outlook, SonicWALL E-mail Spam and Virus Firewall, Norton/McAfee/Trend Micro antivirus, Internet Explorer, Mozilla Firefox, etc.

Interacts and communicates with various groups and individuals such as the Lieutenant, Records personnel, Dispatchers, Administrative staff, Police Officers, vendors, contractors, and the general public.

ADDITIONAL JOB FUNCTIONS

Greets the public; determines needed services.

Relieves dispatchers when no other dispatchers or officers available.

Provides escorts for vendors.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree in Computer Science with one to two years of responsible experience in computer networking, integration, and project implementation; or an equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 50 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor.

Language Ability: Requires ability to read a variety of policies and procedures, technical

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manuals and diagrams, etc. Requires the ability to prepare technical reports and diagrams, records, memorandums, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; and to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; and to teach co-workers. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including computer technology, computer networking, computer programming, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use advanced applications of algebra, geometry and statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; and to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Administration Division of the Police Department as they pertain to the performance of duties of the Technical Specialist. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge and expertise in computer programming and the processes involved in same. Has knowledge of the principles of management, administration, organization, and supervision as required in the

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completion of daily tasks. Has extensive knowledge of computers, other computer related equipment, and computer applications as related to the duties and responsibilities of the job. Has knowledge in the areas of computer / network technology and maintenance, information systems management, communications technology, etc. Has thorough knowledge of new technologies and is able to recommend changes to improve the current systems. Is able prepare training materials and provide effective user training and assistance. Is skilled in troubleshooting and resolving hardware and software problems. Is able to install new equipment and systems. Has knowledge of the standard tools, materials and practices of the industry. Is skilled in the care and use of required tools and equipment. Has knowledge of the occupational hazards and safety precautions of the industry. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is skilled in organizational, technical and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology. Has the mathematical ability to handle required calculations. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has thorough knowledge of the terminology and various professional languages used within the department. Is able to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

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Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.